



Privacy & Data Protection Policy

Fitness with Wendy Hall September 2020

The General Data Protection Regulation (GDPR) is privacy law that governs the personal information that I collect from clients, in order to offer classes and services as Fitness with Wendy Hall.

GDPR says I must tell you what personal information I ask you to give me, why I ask you for it, how I will make sure it is protected and safe, and what rights you have regarding your information (for example, your rights to ask me to delete any information I hold about you).

What is personal information?

“Personal data” is any information such as your name, date of birth, physical addresses, email address - or any other information that might be used to identify you as a specific individual.

How do I collect personal information?

When you sign up to one of my classes for the first time, I ask for information about you on a “readiness to exercise” form and waiver. You will also provide information such as your email as you book and pay for your class through my website or online booking system.

Why do I collect this information?

When you sign up for a class, I ask you to provide some basic information to enable me to process your booking.

I need to be able to identify you and know how to contact you – your full name, phone or mobile number and email address – in order to be able to deliver my classes and services, and, from summer 2020, to be fully compliant with Covid-19 Track and Trace requirements.

I need to have more sensitive data, such as any medical issues that may affect your ability to participate in physical activity, in order to deliver my classes and services, and to do so safely.

The “readiness to exercise” form that I ask you to complete will give me: an indication of your current fitness level; any medical or physical conditions that might require me to modify your exercise or physical activity; and any medication that you currently take that might affect your ability to exercise safely.

I also need to have an emergency contact name and number for you, in case of any medical emergency during your class with me.

How I use your personal information

I only use your personal information to ensure that I am delivering the most appropriate exercise class or health and wellbeing plan for you.

I may use your email or mobile number to send updates and information about classes or any changes to my schedule. While this rarely happens, I may contact you at short notice to cancel a class or one of our sessions together.

You can opt out of receiving emails or text from me, while still participating in classes (see below about how to do this).

As a matter of course, I never share any information about clients with any third parties.

The only exception to this is when clients take part in a formal Exercise Referral Scheme, or where their health professional has recommended classes with me. Sharing information between health and fitness professionals supporting clients through Exercise Referral is usually part of the scheme.

I will never share information with other health and fitness professionals (such as GPs, or physiotherapists) unless you have said that you are happy for me to do so and I have a record that you have released me to share specific information (that is, only when you have provided your consent).

If you have provided your consent, and we have agreed it is appropriate to share written information with your GP or other health or fitness professional, you will receive a copy of the information that I send to them about you.

How I protect your personal information

I hold your basic information (name, email, phone number, which class you attend) on a local excel document: this is password protected and never shared externally.

Your “readiness to exercise” form and waiver is stored securely as a paper copy which no one else has access to. Your name, number, emergency contact details, and any medications that you declare will be stored in my mobile phone in case of medical emergency.

All client information is reviewed every 6-9 months; where my records show that I client has not been to class since the previous review, all forms are securely destroyed/contact details removed from any storage.

I do not sell or distribute any contact details or mailing lists.

Your rights

When you sign up for a class, the information I request is to make sure that I can process your booking and provide the exercise class or health and wellbeing plan.

You have the right to see what information I hold about you, to ask to change the information I hold about you, to ask that I continue to hold your information required to deliver services to you but stop sending text or email updates, or to request that I remove all of your details from any and all of my systems.

You can make any of these requests by phone, text, email or through my social media channels (Facebook, Messenger, Instagram, WhatsApp).

My website and booking site also have stringent protocols to stay compliant with GDPR. I use Squarespace to host my website, and BookWhen for bookings and payment. You can view their policies at [Squarespace - data protection & GDPR](#) and [BookWhen - privacy policy](#)

You have the right to ask me to remove your information from these systems. (Please note that this would mean that I would no longer be able to provide any classes or services to you).

Social Media

I use social media – mainly Facebook, and to a lesser extent Instagram – to promote classes and services provided as Fitness with Wendy Hall.

I sometimes use photographs of my clients in classes, but this is only ever with the permission of those individuals.

I have a business FB page, providing information about my classes and services called [Fitness with Wendy Hall](#), and a general FB profile [@wendyhall](#). Both of these have “open” privacy settings: if you comment or interact with these pages, your comments are seen by others using Facebook.

Further information

If you would like to know more about how I collect, use, and store your personal information to provide fitness and physical activity classes and services, please do get in touch:

Email: fitnesswithwendyhall@gmail.com

Mobile: 07788 862102

Website contact form: [Fitness with Wendy Hall - contact](#)